

COMMUNICATION SITES

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The Department of Technology Services (DTS) supports communication sites at major facilities and mountain tops throughout the State of Utah. State communication sites are composed of buildings, towers, roads, power lines, back-up generators, and other related equipment, and have been strategically located to provide line-of-sight communication transport paths between major State offices and facilities. These sites house microwave, two-way radio and other communication equipment.

DTS professionals maintain equipment housed in customer and State-owned facilities. These services include both preventive maintenance and problem response. The DTS-maintained equipment includes radios, power supplies, multiplexers, and other related fixtures.

FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Rack Space Rental	DTS provides space within State communication facilities for equipment racks owned either by the State or the customer. Monthly rental rates are based on square footage and wall mounts.
Tower Space Rental	Customers may lease antenna space on State-owned communication towers in addition to the negotiated space provided by the rental of rack space. Rates are based on the size of the antenna.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Maintenance	DTS does not provide maintenance to equipment in leased rack spaces. The leasing agency is responsible for repairs to their equipment.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Microwave Labor	Labor charges for Microwave Maintenance	\$90.00/hour
Radio Labor	Labor charges for two-way radio base station and repeater maintenance	\$70.00/hour
Tower Labor	Labor charges for site tower maintenance	\$100.00/hour
Rack Space	Charges for leased rack space	Negotiated
Tower Space	Charges for leased tower space	Negotiated

ORDERING AND PROVISIONING

Customers may call the radio shop directly or, they may call the DET Customer Support Center to request services or report problems.

Bill Sipes (801) 965-4537

Front Office (801) 965-4535

DTS Customer Support Center, (801) 538 3440 or (800) 678 3440

DTS RESPONSIBILITIES

DTS is responsible to develop, build, and maintain communications sites for public safety communications in Utah. DTS technicians visit several times annually to perform preventative maintenance services.

AGENCY RESPONSIBILITIES

Agency is responsible to approach DTS to acquire rack and tower space. This lease will be maintained through a Special Billing Agreement (SBA).

Provide accurate billing information.

Review billing to ensure accuracy. Any discrepancies should be discussed with DTS Billing within 30 days of receiving the bill.

Notify the DTS Radio Repair Shop of any problems encountered by calling (801) 965-4542 or by contacting the DET Customer Support Center at (801)538-3440 or (800)678-3440.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of

technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied